

WORKFORCE DEVELOPMENT ASSISTANT GS-0102-09

I. INTRODUCTION

This position is located in the U.S. Department of Labor (DOL), Employment and Training Administration (ETA). It is established to provide technical support to program specialists engaged in workforce development in an ETA program area. The position requires a practical understanding of the objectives, policies, procedures, and regulatory requirements pertaining to the work – and the ability to apply skills and knowledge of workforce development; however, the work does not require full professional competence (or equivalent professional-level preparation) in the theories, principles, and concepts of the field.

II. MAJOR DUTIES AND RESPONSIBILITIES

Performs research, gathers and assembles data, and drafts papers and topic outlines to support workforce development initiatives in assigned area. Develops resource materials and position papers in support of senior staff. Undertakes special studies, short-term program projects, and research and investigation on matters affecting workforce development programs in assigned area.

Identifies and/or develops sources of data to be collected, analyzes data, and presents data either in required reports or to present a position, identify program trends, etc. Reports may detail such items as program performance or presentation of data from grantees and will serve as the basis for decision making about program performance and areas needing improvement.

Assists program specialist(s) by reviewing workforce development literature or files for similar issues; identifying precedents for current workforce development problems; searching files on similar matters for potential problems in handling current case. Reviews previous similar workforce development cases to identify major issues and compare their relevance to current cases.

Monitors status of various administrative documents, tracking receipt, alerting senior staff to delays and problem areas, following-up for necessary clarification or additional information, and providing baseline analyses.

Responds to inquiries from other Federal, State, and local government agencies, the press, Congress, labor and employer organizations, and the public. Responses often involve research of the issues and/or gathering information from a variety of sources to be able to cite appropriate regulations and policies.

III. FACTORS

Factor 1 – Knowledge Required by the Position FL 1-5 750 pts.

A practical knowledge of specialized workforce development methods, regulations, principles, and concepts to carry out limited technical projects.

Interviewing, analytical, and writing skills used in connection with moderately complex workforce development subjects and techniques.

Factor 2 – Supervisory Controls FL 2-3 275 pts.

The supervisor defines the overall objectives and priorities of the work and assists the incumbent with unusual situations which do not have clear precedents. The incumbent plans the work, resolves issues with clear precedents, and brings more complex anomalies and issues to the attention of the supervisor or a program specialist. Work products are reviewed for overall appropriateness, apparent technical soundness, and conformance to policies. The methods used in arriving at these products are not usually reviewed in detail.

Factor 3 – Guidelines FL 3-3 275 pts.

Guidelines include governing legislation, general regulations, DOL and ETA policy and procedures, and work plans, practices, and directives applicable to the area to which assigned. Guidelines contain concepts, examples or precedents that apply in general to the situation/case being resolved. The incumbent uses judgment in selecting, applying, and adapting general guidelines to specific problems, considering situational similarities and differences.

Factor 4 – Complexity FL 4-4 225 pts.

The work typically includes varied duties that require many different and unrelated processes and methods relating to well established aspects of workforce development. Decisions regarding what needs to be done include the assessment of unusual circumstances, variations in approach, and incomplete or conflicting data. The work requires making many decisions concerning the interpretation of considerable data, planning of the work, and refinement of the methods and techniques to be used.

Factor 5 – Scope and Effect FL 5-3 150 pts.

Various technical actions are taken and problems are resolved according to established workforce development criteria or practices appropriate to the assigned area. The work performed provides essential, specialized technical support to the staff specialists. The work affects the adequacy of workforce development functions and the quality of service provided to customers, stakeholders and other outside parties.

Factor 6 – Personal Contacts

FL 6-3

60 pts.

Contacts include: employees, supervisors and managers at all levels of ETA and DOL; union representatives; administrative staffs of customer and stakeholder organizations; members of the general public from all walks of life in moderately unstructured settings; vendors and contractors; representatives of professional organizations; and school officials. The contacts are not established on a routine basis; the purpose and extent of contacts frequently differ; and the role and authority of each party is identified and developed during the course of the contact.

Factor 7 – Purpose of Contacts

FL 7-3

120 pts.

The incumbent regularly has personal contacts which involve influencing and motivating individuals, resolving problems, obtaining cooperation of others, or reaching mutual agreements (e.g., resolving or clarifying discrepancies or deficiencies in subject-matter content when mutual agreement may be obstructed by skepticism, competing or conflicting goals and objectives). Therefore, the incumbent must be skillful in approaching the individual or group in order to gain compliance with established policies and regulations by persuasion or negotiation, or gain information by establishing rapport with a reluctant source.

Factor 8 – Physical Demands

FL 8-1

5 pts.

The work is primarily sedentary, performed in an office or conference room while seated at a desk or table. Some effort may be required to carry books, files, documents, and records for short distances.

Factor 9 – Work Environment

FL 9-1

5 pts.

The work is performed in an office setting. Occasional travel by any means of government or public transportation may be required.

TOTAL = 1865 pts.

IV. UNIQUE POSITION REQUIREMENTS *(For titling purposes the immediate supervisor is to mark the description below if the incumbent has office automation responsibilities)*

___ This position requires significant knowledge of office automation systems and a fully qualified typist to perform word processing duties. The incumbent promotes the use of office automation technology and assists other staff within the work unit to use information technology to streamline the accomplishment of work.